



- Yukon Territory
- British Columbia
- Northwest Territories
- Alberta
- Saskatchewan
- Nunavut
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Prince Edward Island
- Nova Scotia
- Newfoundland & Labrador

have your say

*How
would you
improve
government
services?*

Win a prize from the Royal Canadian Mint!



Have Your Say is sponsored by federal, provincial, territorial and municipal governments across Canada.

To show our appreciation!

Complete the survey and you become eligible to win one of 160 prizes!

First Prize: A one-ounce Maple Leaf Gold Coin from the Royal Canadian Mint, value \$530.00

Three Second Prizes: Quarter-ounce Maple Leaf Gold Coins from the Royal Canadian Mint, value \$150.00

More than 150 Third Prizes: Mint sets of the 2002 Canadian coins, value \$15.95

Your chances of winning are approximately 1 in 38.

To enter the draw, fill in this form and mail it in with your completed survey, no later than **Friday, May 31, 2002.**

Yes, I have completed the survey!

NAME _____

ADDRESS _____

POSTAL CODE _____

TELEPHONE (_____) _____

The draw will take place July 15 2002. The information on this entry form will not be entered into any database or conveyed to any third party or used for any purpose other than this draw. Entry forms will be shredded immediately after the draw. Winners will be drawn at random.

We're listening!

Why should I do this survey?

Because it will make a difference. Governments need feedback from citizens in order to learn how they are doing and what to improve. Your opinions and experiences hold the key to better public services.

What is the survey about?

This survey is about government services in Canada that **you receive for personal reasons**, not about services that you access on behalf of a business.

How did you get my name?

Your name and address were chosen at random from the telephone directory. All people had an equal chance of being selected. Random sampling ensures an accurate reflection of opinion across the country. Your answers are completely confidential.

To learn more about this survey

This survey is part of the Citizens First project, and is sponsored by municipal, provincial, territorial and federal governments. To learn more, visit the Institute for Citizen-Centred Service at **www.iccs-isac.org**. Results of this survey will be available here in fall 2002.

Please mail your completed survey in the prepaid envelope no later than **Friday, May 31, 2002.**

have your say

A Your views

1. To what extent do you agree or disagree with these statements about public services in Canada?

Circle a number.

	Strongly disagree					Strongly agree	
	1	2	3	4	5		
I can readily access any government service that I need	1	2	3	4	5		
Governments have a more difficult task than the private sector – they must protect the public interest as well as meet the needs and expectations of individuals	1	2	3	4	5		
Governments in this country conduct their business in an open and accountable manner	1	2	3	4	5		
I get good value for my tax dollars	1	2	3	4	5		
I believe governments do a good job	1	2	3	4	5		
Governments are responsive to the needs of citizens	1	2	3	4	5		
Government services have had a positive effect on me and my family	1	2	3	4	5		
My view of government is shaped to a large extent by the quality of service that governments provide	1	2	3	4	5		
The services that I get from governments meet my needs	1	2	3	4	5		

2. What quality of service should you get from governments, compared to the private sector?

Check one.

- Governments should provide a **higher** level of service than the private sector.
- Governments should provide **about the same** level of service as the private sector.
- Governments can provide a **lower** level of service than the private sector.

B *Service standards for routine transactions*

"Routine transactions" include:

- *Getting information about a government program or service*
- *Getting a form or document*
- *Getting a licence or permit.*

1. When you **visit** a government office for a routine service:

What is a reasonable amount of time to spend traveling to the office (one way)?

Time: 15 min 30 min 45 min 60 min 75 min

How many minutes is it acceptable to wait in any line-up?

Number of minutes: 1 2 - 4 5 - 9 10 - 14 15 - 29 30 - 60 more than 60

How many different people is it reasonable to deal with in order to get what you need?

Number of people: 1 2 3 4 5 6 7 or more

2. When you **telephone** a government office with a routine request:

What is an acceptable length of time to wait before you speak to a person?

Time: 10 sec 20 sec 30 sec 1 min 2 min 3 min 4 min 5 min or more

What is the maximum number of people you should have to deal with in order to get the service?

Number of people: 1 2 3 4 5 6 7 or more

3. When you **e-mail** a government office with a routine request:

If you send an e-mail at 10:00 AM, what is an acceptable amount of time to wait for a reply?

Time: 4 hours Same day Next business day 2 days 3 days or more

4. When you **mail a letter** to a government office with a routine request:

What is an acceptable time to allow from the day you send a letter until the day you receive the information or documents that you need?

Number of weeks: 1 week 2 weeks 3 weeks 4 weeks 5 weeks or more

C Which services have you used?

Please rate the services you or your family used in the past year.

This page describes services of municipal and provincial/territorial governments.

Education

	Have you used this service in the past year? ✓ If Yes	If you used this service in the past year... How good was the quality of service?				
		Very poor				Very good
1 Colleges and universities	<input type="checkbox"/>	1	2	3	4	5
2 Job training/retraining, apprenticeship programs	<input type="checkbox"/>	1	2	3	4	5
3 Publicly funded schools	<input type="checkbox"/>	1	2	3	4	5
4 Student loans, bursaries	<input type="checkbox"/>	1	2	3	4	5

Health and emergency services

5 Ambulance services	<input type="checkbox"/>	1	2	3	4	5
6 Fire department	<input type="checkbox"/>	1	2	3	4	5
7 Health card application or renewal	<input type="checkbox"/>	1	2	3	4	5
8 Hospitals	<input type="checkbox"/>	1	2	3	4	5
9 Health care outside hospitals	<input type="checkbox"/>	1	2	3	4	5
10 Mental health services, e.g. counselling	<input type="checkbox"/>	1	2	3	4	5
11 Public health care: information, vaccinations, lab tests, inspections, emergency lines such as poison information	<input type="checkbox"/>	1	2	3	4	5

Justice and enforcement services

12 Municipal police force	<input type="checkbox"/>	1	2	3	4	5
13 Provincial/Territorial Courts	<input type="checkbox"/>	1	2	3	4	5
14 Provincial/Territorial jails, probation and parole	<input type="checkbox"/>	1	2	3	4	5
15 Provincial Police (OPP, Sûreté du Québec, RNC)	<input type="checkbox"/>	1	2	3	4	5

Licences and permits

16 Birth, marriage, death registration and certificates	<input type="checkbox"/>	1	2	3	4	5
17 Building permits and inspections: building, plumbing, gas, electrical etc.	<input type="checkbox"/>	1	2	3	4	5
18 Hunting and fishing licences	<input type="checkbox"/>	1	2	3	4	5
19 Motor vehicle registration, drivers' licences	<input type="checkbox"/>	1	2	3	4	5
20 Planning and land development	<input type="checkbox"/>	1	2	3	4	5
21 Property tax collection	<input type="checkbox"/>	1	2	3	4	5

This page describes more services of municipal and provincial/territorial governments.

Social services

	Have you used this service in the past year? ✓ If Yes	If you used this service in the past year... How good was the quality of service?				
		Very poor				Very good
22 Emergency shelters and hostels	<input type="checkbox"/>	1	2	3	4	5
23 Family services, counselling, children's aid	<input type="checkbox"/>	1	2	3	4	5
24 Public housing	<input type="checkbox"/>	1	2	3	4	5
25 Public or subsidized day care	<input type="checkbox"/>	1	2	3	4	5
26 Social assistance, welfare	<input type="checkbox"/>	1	2	3	4	5
27 Workers' compensation, injured worker programs	<input type="checkbox"/>	1	2	3	4	5

Recreation and culture

28 Municipal parks, recreation and heritage	<input type="checkbox"/>	1	2	3	4	5
29 Provincial/territorial museums, art galleries, etc.	<input type="checkbox"/>	1	2	3	4	5
30 Provincial/territorial parks, campgrounds	<input type="checkbox"/>	1	2	3	4	5
31 Public libraries	<input type="checkbox"/>	1	2	3	4	5

Utilities and transportation

32 Automobile insurance (Quebec, Manitoba, Saskatchewan, British Columbia)	<input type="checkbox"/>	1	2	3	4	5
33 Drinking water treatment and distribution	<input type="checkbox"/>	1	2	3	4	5
34 Garbage collection, waste transfer	<input type="checkbox"/>	1	2	3	4	5
35 Recycling	<input type="checkbox"/>	1	2	3	4	5
36 Public transit: bus, streetcar, subway	<input type="checkbox"/>	1	2	3	4	5
37 Road construction, maintenance, snow removal	<input type="checkbox"/>	1	2	3	4	5
38 Sewage and waste water treatment	<input type="checkbox"/>	1	2	3	4	5

Other

39 Agricultural services	<input type="checkbox"/>	1	2	3	4	5
40 Small business startup services	<input type="checkbox"/>	1	2	3	4	5

In Quebec only

41 Régie des rentes du Québec (RRQ)	<input type="checkbox"/>	1	2	3	4	5
42 Revenue Quebec	<input type="checkbox"/>	1	2	3	4	5
43 Centres locaux d'emploi (CLE)	<input type="checkbox"/>	1	2	3	4	5
44 Communication Quebec	<input type="checkbox"/>	1	2	3	4	5

Overall rating

• Services of your municipal government	<input type="checkbox"/>	1	2	3	4	5
• Services of your provincial/territorial government	<input type="checkbox"/>	1	2	3	4	5

Which of these services are your **highest priorities for improvement**?

Choose **up to five services** from numbers 1-44, whether you used them in the past year or not.

Write their numbers here:

This page describes services of the federal government.

Federal government services

	Have you used this service in the past year? ✓ If Yes	If you used this service in the past year... How good was the quality of service?				
		Very poor				Very good
45 Access to information: 1-800-O-Canada, Canada.gc.ca, Service Canada	<input type="checkbox"/>	1	2	3	4	5
46 Canada Customs and Revenue Agency, CCRA (formerly Revenue Canada)	<input type="checkbox"/>	1	2	3	4	5
47 Canada Pension Plan (CPP), Old Age Security (OAS) <i>CPP applies to residents outside Quebec only</i>	<input type="checkbox"/>	1	2	3	4	5
48 Canada Post	<input type="checkbox"/>	1	2	3	4	5
49 Canadian Coast Guard / Search and rescue	<input type="checkbox"/>	1	2	3	4	5
50 Citizenship services	<input type="checkbox"/>	1	2	3	4	5
51 Customs and Immigration border services	<input type="checkbox"/>	1	2	3	4	5
52 Employment Insurance (EI)	<input type="checkbox"/>	1	2	3	4	5
53 Federal Courts	<input type="checkbox"/>	1	2	3	4	5
54 National Parole Board, federal prisons	<input type="checkbox"/>	1	2	3	4	5
55 Financial Services: Farm Credit Corp, Canada Mortgage and Housing Corp, Canada Deposit Insurance Corp	<input type="checkbox"/>	1	2	3	4	5
56 Health Canada: Information on health issues	<input type="checkbox"/>	1	2	3	4	5
57 Human Resource Centres of Canada, HRCCs (formerly Canada Employment Centres, CECs), <i>Residents outside Quebec only</i>	<input type="checkbox"/>	1	2	3	4	5
58 Information services: Canada Information Office, Statistics Canada, Canadian Government Publications	<input type="checkbox"/>	1	2	3	4	5
59 National Film Board, National Museums, National Arts Centre, National Gallery	<input type="checkbox"/>	1	2	3	4	5
60 National Parks	<input type="checkbox"/>	1	2	3	4	5
61 Passports: Get or renew a passport	<input type="checkbox"/>	1	2	3	4	5
62 RCMP	<input type="checkbox"/>	1	2	3	4	5
Overall rating						
• Federal government services in general	<input type="checkbox"/>	1	2	3	4	5

Which federal services are **your highest priorities for improvement?**

Choose **up to three federal services**, whether you used them in the past year or not.

Write their numbers here:

D Internet services

1. How often do you use the Internet for personal reasons? (not for business)

- Never: *Please skip to Section E.*
- Once a month or less
- Two or three times a month
- Once or twice a week
- 3 - 5 days per week
- Almost every day

2. How many times have you visited these Internet sites in the past year?

Municipal government sites:	None	1	2 - 5	6 - 10	11 - 25	More than 25
Provincial/Territorial sites:	None	1	2 - 5	6 - 10	11 - 25	More than 25
Federal government sites:	None	1	2 - 5	6 - 10	11 - 25	More than 25

3. Choose **one government website** that you are familiar with. Which government is it?

- Municipal
 Provincial/Territorial
 Federal
 Not sure

Which department, agency or website is it? _____

If you have not visited any government sites, please skip to Section E.

4. How many times have you visited this website in the past year?

Number of visits:	1	2 - 5	6 - 10	11 - 25	More than 25
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5. Why did you visit this site? *Check all that apply.*

- Checked to see what was there – just curious
- Got information
- Followed links to other sites
- Downloaded a form
- Ordered materials or publications
- Filled out a form or application on line, made a reservation
- Made a payment or purchased a product
- Sent an e-mail to the government

6. Did you contact government in other ways to get the service you are describing?

No: this site was the only contact I made to get this service.

Yes, I also... *Check all that apply.*

Visited other government Internet sites

Called on the telephone

Went to an office

Sent or received material by mail or fax

Sent an e-mail

Other

7. Rate the overall quality of this site compared to other sites that you know, both government and private sector.

Very poor 1 2 3 4 5 Very good

8. Did you get what you wanted from the site?

Yes No Part of what I wanted

9. How much do you agree with these statements about this website?

If a statement does not apply, leave the answer blank.

	Strongly disagree					Strongly agree	
	1	2	3	4	5		
It is visually appealing	1	2	3	4	5		
It is easy to find what I am looking for	1	2	3	4	5		
It has all the information I need	1	2	3	4	5		
Pages load quickly	1	2	3	4	5		
I am confident that my privacy will be protected if I provide personal information on this site	1	2	3	4	5		
Search engines work well	1	2	3	4	5		
I always know where I am in the site	1	2	3	4	5		
The site is clean and uncluttered	1	2	3	4	5		
Information is up-to-date	1	2	3	4	5		

E Blue/Grey Pages

1. Have you used the Blue/Grey Pages of your telephone book **in the past year?**

Yes

No: *Please go to Section F.*

2. Please rate the Blue/Grey Pages of your telephone book.

	Strongly disagree					Strongly agree	
	1	2	3	4	5		
The Pages are well organized	1	2	3	4	5		
The Pages should list the Internet addresses of government services	1	2	3	4	5		
The Pages have all the information I needed	1	2	3	4	5		
Governments should have a complete directory of their services on the Internet	1	2	3	4	5		

3. In your opinion, is the overall design of the Blue/Grey Pages better or worse than it was two years ago?

A lot worse
1
2
3
4
5
A lot better

F *A recent experience*

Think of a government service you received in the **past year**:

Choose **any service** from a municipal, provincial/territorial or federal government.

It can be a service where you used the telephone, visited a government office, used the Internet, or any other method of contact.

It can be simple or complex, happy or not.

Choose an experience where you were directly involved, for example, you:

- *visited a provincial park*
- *applied for a licence or permit*
- *wanted information about a program or service.*

1. What is the service? _____

Write the number of the service from Section C: Write "0" if the service is not in that list.

2. Which government(s) did you deal with?

Municipal Provincial/Territorial Federal

3. What was the overall quality of service delivery?

Very poor 1 2 3 4 5 Very good

4. Did you ever use this service before?

- Yes
- No, this was the first time I used the service

5. Why did you try to get this service?

- I wanted the service
- I had to get the service
- Both

6. How did you contact government to get this service?
How satisfied were you?

Did you...	✓ If No	✓ If Yes	How many times in all?	How satisfied were you with the service?					
				Not at all satisfied				Very satisfied	
Visit a government office	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Call on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Visit an Internet site	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Send or receive e-mail	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Send or receive regular mail	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Send or receive a fax	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Visit a kiosk	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5
Other	<input type="checkbox"/>	<input type="checkbox"/>	if "yes"...	<input type="checkbox"/>	1	2	3	4	5

7. What was your principal mode of contact? *Check one only.*

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Visit a government office | <input type="checkbox"/> Regular mail |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Fax |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Kiosk |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Other |

8. If you were to get this service again, which would you prefer as your principal mode of contact?
Check one only.

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Visit a government office | <input type="checkbox"/> Regular mail |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Fax |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Kiosk |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Other |

9. When you started, did you know where to go to get the service – the right telephone number, the right place to go, or the right person to talk to?

- Yes, I knew how to get the service
- I thought I knew how to get the service – but it turned out that I didn't
- No, I did not know how to get the service

10. How difficult or easy was it to access this service?

Very difficult
1
2
3
4
5
Very easy

11. Did you have any of these problems accessing the service? *Check all that apply.*

- I didn't know where to start
- I couldn't find the service in the Blue/Grey Pages of the telephone book
- I had trouble finding the service on the Internet
- I got bounced around from one person to another
- Telephone lines were busy
- I had trouble with automatic telephone answering systems or voice mail
- I was concerned about security, e.g. submitting a credit card or personal information
- I had to travel too great a distance
- I could not get there by public transportation
- Parking was difficult
- Other: _____

12. How long did the entire experience take – from the time you first contacted the government until you got what you needed? *Circle the closest option.*

It took up to: 5 min 30 min 1 hr 1 day 1 week 1 mnth 3 mnths 6 mnths 1 year or more

13. Overall, were you satisfied with the amount of time it took to get the service?

Very dissatisfied
(It took too long)
1
2
3
4
5
Very satisfied
(It took the right amount of time)

14. In the end, did you get what you needed?

- Yes
- No
- I got part of what I needed

15. Please evaluate the organization's performance in providing this service.

If an item does not apply to your experience, leave the line blank.

	Strongly disagree					Strongly agree	
Procedures were easy to understand and complete	1	2	3	4	5		
Staff were knowledgeable and competent	1	2	3	4	5		
I was able to get the service in the official language of my choice	1	2	3	4	5		
It was clear how long the process would take to complete	1	2	3	4	5		
It was clear what I could do if I had a problem	1	2	3	4	5		
I was treated fairly	1	2	3	4	5		
I got clear, accurate information	1	2	3	4	5		
I was treated in a friendly, courteous manner	1	2	3	4	5		
Staff went the extra mile to help me get what I needed	1	2	3	4	5		

16. Would these changes improve this service that you have just evaluated?

If an item does not apply, leave the line blank.

	This would make...				
	No improvement		A great improvement		
Make it easier to get information about the service	1	2	3	4	5
Reduce waiting: in lines, on the phone, in the mail, etc.	1	2	3	4	5
Improve the courtesy of staff	1	2	3	4	5
Give more decision-making power to staff	1	2	3	4	5
Make the service available electronically – by Internet or kiosk	1	2	3	4	5
Extend office hours	1	2	3	4	5
Reduce red tape	1	2	3	4	5
Use plain language	1	2	3	4	5
Simplify forms and documents	1	2	3	4	5
Create a "one-stop" service where people can get a group of related services in one place	1	2	3	4	5

G About you...

1. Gender
 - Female
 - Male
2. Age
 - 18 - 24 years
 - 25 - 34
 - 35 - 49
 - 50 - 64
 - 65+
3. Where do you live?

<input type="checkbox"/> Newfoundland & Labrador	<input type="checkbox"/> Nova Scotia
<input type="checkbox"/> New Brunswick	<input type="checkbox"/> Quebec
<input type="checkbox"/> Prince Edward Island	<input type="checkbox"/> Manitoba
<input type="checkbox"/> Ontario	<input type="checkbox"/> Alberta
<input type="checkbox"/> Saskatchewan	<input type="checkbox"/> Yukon
<input type="checkbox"/> British Columbia	<input type="checkbox"/> Nunavut
<input type="checkbox"/> NWT	
4. What are the first 3 letters of your postal code?
 -
 -
 -
5. In which size of community do you live?
 - City of 1,000,000 people or more
 - City 100,000 to 1,000,000
 - City or town 10,000 to 100,000
 - Town 1,000 to 10,000
 - Town under 1,000 or rural
6. Check if you are...
 - A member of a visible minority group
 - An Aboriginal Canadian
7. What formal education do you have?

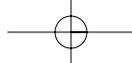
Outside Quebec:

 - Some public or high school
 - Completed high school
 - Some post-secondary
 - Completed college or university
 - Post-graduate or professional degree

In Quebec:

 - Primary
 - Secondary
 - College
 - University: undergraduate degree
 - Post-graduate or professional degree

8. What is your first language?
 - English
 - French
 - Other
9. How long have you lived in Canada?
 - All my life
 - Ten years or more
 - Up to ten years
10. Do you have a disability?
 - Yes
 - No
11. How would you describe your computer skills?
 - I don't use a computer
 - Beginner
 - Intermediate
 - Advanced
 - Expert
12. What is your primary occupation? *Check one only.*
 - Paid employment, full or part time
 - Student, full or part time
 - Looking for work
 - Retired
 - Homemaker
 - Other
13. Do you have a paid job? *Check one only.*
 - No paid employment
 - Self employed
 - Trades, factory work
 - Office work, sales, service
 - Farming, fishing, forestry, mining
 - Manager, executive, business owner
 - Other
 - Professional
14. Are you employed by a government or publicly funded organization, e.g. public health system, school system?
 - Yes
 - No
15. What is your total household income, before taxes? *Your household includes all members of your family who live with you.*
 - Under \$10,000
 - \$10,000 to \$19,999
 - \$20,000 to \$29,999
 - \$30,000 to \$49,999
 - \$50,000 to \$69,999
 - \$70,000 to \$89,999
 - \$90,000 or more



Your suggestions for improvement

1. How can governments improve the delivery of service to citizens?

Handwritten response area for question 1, consisting of 10 horizontal lines on a light orange background.

2. What do you like about how government services are delivered today?

Handwritten response area for question 2, consisting of 10 horizontal lines on a light orange background.

Thank you for participating!

Please mail your survey back today in the prepaid return envelope.

*If you can't find the envelope, mail to: **Have Your Say, PO Box 2002, Erin ON N0B 1T0***

